

1 7. (New) A method for tracking and processing errors in a distributed
2 computer system, the method comprising the following steps:
3 utilizing a centralized error detection system to intercept an error event from one
4 of a plurality of system elements;
5 upon the interception of the error event from one of said system elements,
6 creating an informative error package related to the error event;
7 propagating appropriate error alerts to one or more relevant system elements;
8 and
9 resolving the error event using the information contained within the informative
10 error package and resources available within said distributed computer system.

1 8. (New) The method of claim 7, wherein the resolving step includes
2 the further step of dispatching appropriate help information to the system element
3 from which the error event originated.

1 9. (New) The method of claim 8, further comprising the step of
2 dynamically updating the help information.

1 10. (New) The method of claim 7, further comprising the steps of:
2 receiving a query for help information from one of said plurality of system elements;
3 providing help information in response to the help query; and
4 dynamically updating the help information.

pub B1

11. (New) The method of claim 7, wherein the resolving step includes
2 the further step of locating an alternative resource to substitute for a failed resource
3 associated with the intercepted error event.

12. (New) The method of claim 7, further comprising the step of
2 prioritizing the error events when there is more than one error event still unresolved
3 at any given time.

13

13. (New) The method of claim 7, further comprising the step of
2 filtering the error events that require different responses.

14. (New) The method of claim 7, further comprising the step of
2 directing the error events to resources capable of assisting in resolving the error event.

Pub B1

15. (New) A method for processing an error occurring in a system element operating in a computer system having a central-resource, the method comprising the steps of:

receiving an error message at said central-resource from said system element indicating the occurrence of an error associated with said system element;

referencing an error-resource having a plurality of assistance options;

selecting an assistance option from said plurality of assistance options in accordance with said error message; and

providing said assistance option to said system element substantially immediately following said receiving step.

11

16. (New) The method of claim 15, further comprising the steps of receiving a help query from one of the plurality of system elements; providing help information in response to the help query; and dynamically updating the help information.

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17. (New) The method of claim 15, wherein said providing step further
2 comprises the step of dispatching help information to the system element associated
3 with the error, where the dispatching step is performed substantially immediately after
4 the receiving step.

1 18. (New) The method of claim 17, further comprising the step of dynamically
2 updating the help information.

1 19. (New) The method of claim 17, further comprising the step of
2 investigating the error by soliciting additional information about the occurrence of the
3 error from the system element associated with the error.

1 20. (New) The method of claim 15, further comprising the step of
2 determining a preferred assistance option based on previous assistance options
3 provided in response to an error; and wherein the selecting step includes selecting the
4 preferred assistance option.

1 21. (New) The method of claim 15, wherein said error-resource
2 comprises a database containing information regarding resolution of errors and
3 bypassing of errors.

Pub B1
22. (New) The method of claim 15, further comprising the step of
2 determining the priority of said error relative to any outstanding errors.

1 23. (New) The method of claim 15, further comprising the step of
2 generating an information-package in response to said receiving step; wherein said
3 information-package comprises an error-identification, and at least one of a system
4 identification, an application identification, a time stamp, a location, a priority, and an
5 internal state.

1 24. (New) The method of claim 15, further comprising the step of
2 propagating an error alert to one or more components of said computer system that
3 may be affected by the occurrence of said error.

1 25. (New) The method of claim 15, wherein said receiving step further
2 comprises the steps of:
3 determining whether a connection exists between said system element and said
4 central-resource;
5 transmitting said error message from said system element to said central
6 resource when said connection exists; and
7 when said connection does not exist, queuing said error message for later
8 transmission to said central resource.

Sub 31
26. (New) A method for processing an error occurring in a distributed
computer system having a centralized error processor and a plurality of system
elements, the method comprising the following steps:
receiving a signal indicating an error associated with one of the system
elements;
dispatching assistance to said system element associated with said error;
propagating an error alert message to one or more other system elements that
may be affected by said error;
prioritizing said error relative to other errors not yet resolved;
applying an error filter to said error to determine one or more appropriate
responses to said error;
selecting one or more assistance options the one or more appropriate responses
in order to resolve said error; and
resolving said error according to said selected assistance option.

27. (New) The method of claim 26, wherein the resolving step includes
the further step of locating an alternative resource to substitute for a failed resource
associated with the error.

28. (New) The method of claim 26, wherein the assistance includes
help information, the method further comprising the step of dynamically updating the
help information.

29. (New) The method of claim 26, further comprising the steps of:
receiving a query for help information from one of said plurality of system
elements;
providing help information in response to the query; and
dynamically updating the help information.

30. (New) The method of claim 26, further comprising the step of
investigating the error by soliciting additional information about the occurrence of the
error from the system element associated with the error.

31. (New) The method of claim 26, further comprising the step of
generating an information-package in response to said receiving step; wherein said
information-package comprises an error-identification, and at least one of a system
identification, an application identification, a time stamp, a location, a priority, and an
internal state.

pub B1
32

(New)

A system for tracking and processing errors that occur in a

distributed computer system, wherein said system comprises:

a resource server for processing said errors;

a database of information accessible to said resource server and useful

in resolving and bypassing said errors;

a routing server for contemporaneously directing messages and responses

to said errors to and from components of said distributed computer system; and

a filter for sorting said errors of different error types and directing said

errors through said routing server to different components of said distributed computer

system in accordance with the error type.

Pub B1
33. (New) A computer readable medium encoded with processing

2 instructions for implementing a method for tracking and processing errors in a
3 distributed computer system, the method comprising the steps of:

4 utilizing a centralized error detection system to intercept an error event from one
5 of a plurality of system elements;

6 upon the interception of the error event from one of said system elements,
7 creating an informative error package related to the error event;

8 propagating appropriate error alerts to one or more relevant system elements;
9 and

10 resolving the error event using the information contained within the informative
11 error package and resources available within said distributed computer system.

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Pub B1 34. (New) A computer readable medium encoded with processing

2 instructions for implementing a method for processing an error occurring in a system
3 element operating in a computer system having a central-resource, the method
4 comprising the steps of:

5 receiving an error message at said central-resource from said system element
6 indicating the occurrence of an error associated with said system element;

7 referencing an error-resource having a plurality of assistance options;

8 selecting an assistance option from said plurality of assistance options in
9 accordance with said error message; and

XX 10 providing said assistance option to said system element said substantially
11 immediately following said receiving step.

1 35. (New) The computer readable medium of claim 34, wherein the
2 method further comprises the step of determining the preferred assistance option
3 based on previous assistance options provided in response to an error; and wherein the
4 selecting step includes selecting the preferred assistance option.

pub B1

36. (New) A computer readable medium encoded with processing
instructions for implementing a method for processing an error occurring in a
distributed computer system having a centralized error processor and a plurality of
system elements, the method comprising the following steps:
receiving a signal indicating an error associated with one of the system
elements;
dispatching assistance to said system element associated with said error;
propagating an error alert message to one or more other system elements that
may be affected by said error;
prioritizing said error relative to other errors not yet resolved;
applying an error filter to said error to determine one or more appropriate
responses to said error;
selecting one or more assistance options from said one or more appropriate
responses in order to resolve said error; and
resolving said error according to said selected assistance option.

37. (New) The computer readable medium of claim 36, wherein the
method further comprises the step of determining the preferred assistance option
based on previous assistance options provided in response to an error; and wherein the
selecting step includes selecting the preferred assistance option.

pub B1

38. (New) An apparatus for tracking and processing errors in a distributed computer system, comprising:
a processor; and
a memory in operative connection with the processor for storing processing instructions enabling the processor to:
utilize a centralized error detection system to intercept an error event from one of a plurality of system elements;
upon the interception of the error event from one of said system elements, creating an informative error package related to the error event;
propagate appropriate error alerts to one or more relevant system elements; and
resolve the error event using the information contained within the informative error package and resources available within said distributed computer system.

Pub B1

39. (New) An apparatus for processing an error occurring in a system

element operating in a computer system having a central-resource, comprising:

a processor; and

a memory in operative connection with the processor for storing processing instructions enabling the processor to:

receive an error message at said central-resource from said system element indicating the occurrence of an error associated with said system element;

reference an error-resource having a plurality of assistance options;

select an assistance option from said plurality of assistance options in accordance with said error message; and

provide said assistance option to said system element substantially immediately following said receiving step.

40. (New) The apparatus of claim 39, wherein the processor is further

enabled to: determine the preferred assistance option based on previous assistance options provided in response to an error; and to select the preferred assistance option.

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41. (New)

An apparatus for processing an error occurring in a distributed computer system having a centralized error processor and a plurality of system elements, comprising:

- a processor; and
- a memory in operative connection with the processor for storing processing instructions enabling the processor to:
 - receive a signal indicating an error associated with one of the system elements;
 - dispatch assistance to said system element associated with said error;
 - propagate an error alert message to one or more other system elements that may be affected by said error;
 - prioritize said error relative to other errors not yet resolved;
 - apply an error filter to said error to determine one or more appropriate responses to said error;
 - select one or more assistance options from said one or more appropriate responses in order to resolve said error; and
 - resolve said error according to said selected assistance option.

42. (New)

The apparatus of claim 41, wherein the processor is further enabled to: determine the preferred assistance option based on previous assistance options provided in response to an error; and to select the preferred assistance option.